

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: CLERK III -  
Offender Grievance

SALARY GROUP: A09

DEPARTMENT: Administrative Review and Risk Management Division

Page 1 of 2

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Paul Morales DATE: 01/13/2016

POSITION #: 019045

**I. JOB SUMMARY**

Performs complex clerical work. Work involves compiling and tabulating data; checking documents for accuracy; handling and transporting documents; and maintaining files. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Receives and reviews documents, reports, and forms for accuracy, completeness, and legibility; prepares and scans documents into an automated imaging system; and maintains and verifies logs of work progress, document processing, and related records.
- B. Compiles, organizes, and tabulates data; prepares charts, graphs, and tables; and prepares periodic summaries and reports on offender grievance information.
- C. Types and performs word processing; prepares correspondence, summaries, reports, manuals, vouchers, requisitions, and other documents; and maintains records, files, indexes, and cross-reference systems.

\* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

- 1. Graduation from an accredited senior high school or equivalent or GED.
- 2. Two years full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience.
- 3. Computer operations experience preferred.

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: CLERK III -  
Offender Grievance

SALARY GROUP: A09

DEPARTMENT: Administrative Review and Risk Management Division

Page 2 of 2

**B. Knowledge and Skills**

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill to prepare and maintain accurate records, files, and reports.
9. Skill to type 45 words per minute (with no more than 10 errors) preferred.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, scanning equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.